

Exam Reservations



How do I take the exam?

Walk-in examinations are not permitted; you *must* make a reservation. You can make examination reservations by phone, by fax, or on the Web.

How do I make a phone reservation?

Telephone Promissor Customer Care at (800) 274-2623, and have available when you call the following:

- Full name, address, Social Security number, daytime telephone number and date of birth.
- The name and code of the examination you wish to take
- The examination date and assessment center you prefer
- The name and code of the pre-licensing school you attended
- A failing score report (if you're retaking an examination)

Customer Care is available Monday through Friday 8am – 11pm, on Saturdays 8am – 5 pm, and Sundays 10am – 4pm (Eastern Standard Time). If you wish to make a phone reservation, you should do so at least three (3) business days before the examination date you desire.

How may deaf and hearing-impaired candidates make a phone reservation?

Promissor is equipped with TDD (Telecommunication Devices for the Deaf) to assist deaf and hearing-impaired candidates. TDD is available 8am – 5pm Monday through Friday, Eastern Standard Time. Please note that callers must have compatible TDD machinery.

How do I make a fax reservation?

You should fax the Fax Reservation Form to Promissor at (888) 204-6291, 24 hours a day, seven days a week. Promissor will fax a confirmation of your reservation within twenty-four hours of receipt of the completed form. If you wish to make a fax reservation, you should do so at least four (4) business days before the examination date you desire.

How do I make an online reservation?

You should visit the Promissor Web site (www.promissor.com) and click on *Find a Test*, and then browse to the page for the Michigan insurance program and click on *Exam Registration Services*. You will be prompted with step-by-step instructions on submitting an online request, and you may also review, change, or cancel existing reservations. If you wish to make an online reservation, you should do so at least four (4) business days before the examination date you desire.

Will Promissor accommodate ADA candidates?

Promissor complies with the Americans with Disabilities Act (ADA) (42 U.S.C. 12101 *et seq.*) and Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e *et seq.*), in accommodating disabled candidates who need special arrangements to take an examination.

Candidates who require special arrangements due to impaired sensory, manual, or speaking skills, or other disability, should fax the Special Accommodations Request Form to Promissor. The form must be accompanied by supporting documentation from a physician or other qualified professional reflecting a diagnosis of the candidate's condition and an explanation of examination aids or modifications. Promissor will provide auxiliary aids and services, except where such may fundamentally alter the examination or results, or result in an undue burden. The examination will be scheduled upon receipt of all required information by Promissor.

Candidates who have additional questions regarding ADA arrangements may contact the ADA Coordinator at (800) 274-3707. However, the Special Accommodations Request Form, along with the required supporting documentation, must be submitted to Promissor before any special examination arrangements can be finalized.

Promissor will determine the time and place of specially arranged examinations and will confirm these arrangements directly with the candidate. Candidates who need to retake an examination should notify Promissor that special arrangements were used for the prior examination.

Due to the unique nature of each special request, Promissor recommends that candidates request special services as early as possible. Promissor will make a concerted effort to provide reasonable accommodations as permitted by state licensing agencies and individual Promissor Assessment Center capabilities.

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Can I take an examination out of state?

Candidates who wish to take an examination out of state should send a written request to:

Promissor Test Center Coordinator
3 Bala Plaza West, Suite 300
Bala Cynwyd, PA 19004-3481

Requests should be submitted at least two (2) weeks before the desired examination date. There is an additional fee for out-of-state examinations.

How much does an examination cost?

The examination fee is \$60, and may be paid by credit at the time of reservation, or at the assessment center on examination day by certified check, cashier's check or money order payable to "Promissor". **Credit cards, cash and personal checks will not be accepted at the assessment center.** Examination fees are non-refundable and non-transferable, except as noted below.

How do I change or cancel a reservation?

You should telephone Customer Care at (800) 274-2623 at least four (4) business days before the examination to change or cancel a reservation. Reservations may not be canceled by fax. **If you change or cancel your reservation without proper notice, you will be responsible for the examination fee.**

What if I am late to or absent from the examination?

If you are late to or absent from an examination, you may be excused for the following reasons:

- Illness (yours, or that of an immediate family member)
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

If you are otherwise late to or absent from an examination, and have not changed or canceled the reservation with proper notice, you will be responsible for the examination fee. You must send documentation for excused absences to Promissor within fourteen (14) days of the examination you missed.

Fees owed for any missed examinations must be paid at the assessment center when you arrive to take a subsequent examination, or should be mailed to:

Promissor Customer Care
3 Bala Plaza West, Suite 300
Bala Cynwyd, PA 19004-3481

What if there is severe weather?

If severe weather makes the assessment center inaccessible or unsafe, Promissor may delay or even cancel the examination. You should tune in to local radio stations for news regarding weather delays or cancellations.

Center	Location	Call Letters	Frequency
2346	Lansing	WILS	1320 AM 102 FM
2345	Redford WWJ	WJR WXYZ	760 AM 1270 AM
2353	Marquette	WDMJ WJPD WGLG	1420AM 1240 AM or 92.3 FM 107 FM